

Technical communications expert with experience in AI language model training, content analysis, QA, product documentation, database management, and crafting technical procedures. I'm aiming to bring my skills and substantial user empathy to a high-impact role.

EDUCATION

Bachelor of Arts, English & Creative Writing Western Michigan University, Kalamazoo, MI

- Studied English grammar, composition, and storytelling in a collaborative environment.
- Served as a volunteer editor for the *Third Coast Literary Journal*.

Certificate in Technical Writing University of Washington, Seattle, WA, 2021

- Created technical procedures and descriptions, quick-start guides, how-to videos, and web help content individually and with peers. Focused on accessibility and user experience.
- Worked in Microsoft, Adobe, and Google suites; Slack; ClickHelp; Canva; and WordPress.

OTHER COURSEWORK

"Fundamentals of UX Design" Georgia Institute of Technology, Atlanta, GA, 2020

"Learn Python 3" Codecademy, online, 2020

PROFESSIONAL EXPERIENCE

Content Analyst - QA Vaco at Google, Walnut Creek, CA, Dec. 2023—Present

- Promoted to content analyst on the QA team due to high quality assurance scores and strong communication skills.
- Verify work from content rater teams and compile common errors and evolving rating trends into written guidelines. Explain errors and edge cases to raters verbally and in writing.
- Edit project guidelines and procedures to create a clearer, more efficient workflow.
- Analyze AI-generated text and categorize errors to train Google Advertising AI programs.

Content Analyst Vaco at Google, Walnut Creek, CA, Nov. 2021—Present

- Analyzed AI-generated text and categorized errors to train Google Advertising AI programs. Researched landing pages and internet sources to rate the accuracy of AI outputs.
- Compiled detailed error reports with edited screenshots to ensure the precision, clarity, and usability of AI-generated text from the perspective of clients and end users.
- Worked with QA team on the appeals process for complex cases in a ticket system.
- Maintained work quality as project goals shifted; was selected for more advanced work.

Lead Baker & Cake Decorator SusieCakes, San Francisco, CA, Aug. 2018—Mar. 2020

- Managed multiple large-scale baking projects for weddings, holidays, and corporate events.
- Interfaced with clients during production to ensure the quality and accuracy of products.
- Supervised bakers and customer service representatives in a fast-paced environment.

Langdon Tower

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Assistant General Manager Water Street Kitchen, Kalamazoo, MI, Jan. 2014—July 2018

- Supervised a shift of bakers and kitchen staff in a high-volume commercial kitchen.
- Applied established company templates to create and refine more than 150 recipes.
- Produced consistent product descriptions, marketing content, and technical procedures.
- Maintained vendor, recipe, and ingredient databases.

Substitute Teacher Kalamazoo Public Schools, Kalamazoo, MI, Sep. 2009—Dec. 2013

- Supervised and instructed K-12 classes of up to 35 students in a variety of subjects.
- Created new lesson plans with student strengths and weaknesses in mind.
- Communicated complex assignments and classroom issues to parents and administrators.

English Teacher Hamamatsu Middle School, Shizuoka, Japan, Aug. 2008—Aug. 2009

- Instructed and supervised English conversation classes for multiple age groups.

OTHER WORK INTERESTS

Lansdowne Writer's Workshop

Media, PA (Online), 2020 - Present

King's Park Fort archaeological dig

Stirling, Scotland, 2022

Paleontological dig with the North Dakota Geological Survey

Bismarck, ND, 2019